

CONTENT AREA  
Transition of Care (TOC)

QUESTION

I have not received a phone call from Orchard Medical on my TOC form, what should I do?

ANSWER

- If you sent in a TOC form with all “NO’S” marked, and you did not identify a medical condition, **you will not receive a call from a TOC nurse**. The TOC nurses are aggressively assisting members with acute medical needs.
- If you sent in a TOC form, and indicated a medical condition or need and haven’t heard from a nurse, please call (602) 749-1333 or email [robinorchard@orchardmed.com](mailto:robinorchard@orchardmed.com) and a nurse will contact you.
- Please have your Employee ID number ready, as well as the name and correct spelling of your doctor’s name.

ISSUED  
September 30, 2004